



Information Technology Technician (LEAP) LEAP MINIMUM QUALIFICATIONS ASSESSMENT (READINESS EVALUATION)

Exam Code: 0PBFH

Department: State of California

Exam Type: Open/Servicewide

Final Filing Date: Continuous

CLASSIFICATION DETAILS

Information Technology Technician (LEAP) – \$3,691.00 - \$5,903.00 per month

[View the Information Technology Technician classification specification](#)

INTRODUCTION TO THE LEAP PROGRAM

The Limited Examination and Appointment Program (LEAP) is an alternative examination and appointment process designed to facilitate the recruitment and hiring of persons with disabilities into the State of California civil service. The LEAP examination process is a two-part process that consists of: (1) a Minimum Qualifications Assessment (Readiness Evaluation) **and** (2) a Job Examination Period that is administered and evaluated in the work setting.

To qualify to take this LEAP Minimum Qualifications Assessment (Readiness Evaluation), you **must** first have LEAP certification issued by the Department of Rehabilitation (DOR). For information regarding obtaining LEAP certification from the DOR, visit the [Department of Rehabilitation website](#) and use the search term LEAP Certification. There you will find a link to Find an Office. Alternatively, to find a DOR office near your home, call (916) 558-5300, TTY (916) 558-5302.

The legal authority for the Limited Examination and Appointment Program is Government Code Sections 19240-19244.

APPLICATION INSTRUCTIONS

Final Filing Date: Continuous

Who Should Apply:

Persons who meet **all** of the following criteria:

1. Individuals with a disability, a record of a disability, or who are regarded as having a disability that limits one or more major life activities;
2. Individuals who have Limited Examination and Appointment Program (LEAP) certification from the California Department of Rehabilitation
3. Individuals who satisfy the minimum qualifications as stated in the minimum qualifications section below

Once you have passed this Minimum Qualifications Assessment (Readiness Evaluation), you may not retake it for **24 months**.

How to Apply:

The link to connect to the **Information Technology Technician (LEAP)** Minimum Qualifications Assessment (Readiness Evaluation) is located on this bulletin in the Taking the Minimum Qualifications Assessment (Readiness Evaluation) section.

Special Testing Arrangements:

If you require special testing arrangements due to a verified disability or medical condition, please contact:

California Department of Human Resources
CalCareer Service Center
1810 16th Street
Sacramento, CA 95811
Phone: (866) 844-8671
Email: CalCareer@CalHR.CA.GOV

California Relay Service: 7-1-1 (TTY and voice)

TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device

MINIMUM QUALIFICATIONS

All applicants must meet the education and/or experience requirements as stated on this exam bulletin to be able to pass this LEAP Minimum Qualifications Assessment (Readiness Evaluation). Part-time or full-time jobs, regardless of whether paid or volunteer or inside or outside California state service, may count toward experience.

Information Technology Technician

Six months of general information technology experience performing technical or support tasks for computer systems or services in any of the [major six domains](#) or emerging information technology fields; **or**

15 semester units (or 22.5 quarter units) from an accredited college or university including at least six semester units (or nine quarter units) of information technology or closely related course work; **or**

Any equivalent combination of experience and education.

When using education to meet minimum qualifications, education must include the specified information technology or [closely related course work](#).

POSITION DESCRIPTION

Information Technology Technician

Under initial close supervision, incumbents typically perform routine support tasks within a limited scope typically involving one unit, function or process, following well-defined procedures in the Business Technology Management, Client Services, or Software Engineering domains.

Incumbents may install or repair hardware or peripheral equipment; manage user accounts and technology inventory; resolve client incidents or requests; ensure software/hardware compliance with security policies; create, test, maintain, and deploy desktop products; configure and/or modify software programs; perform data import and export activities; monitor information technology systems to ensure integrity and tune the system to meet performance requirements; troubleshoot routine issues; and other related activities.

MINIMUM QUALIFICATIONS ASSESSMENT (READINESS EVALUATION) SCOPE

This assessment consists of the following test component:

Minimum Qualifications Assessment (Readiness Evaluation) – Pass or Fail

To obtain a position on the **Information Technology Technician** referral list, a pass result must be received. Applicants will receive their result upon completion of this Minimum Qualification Assessment.

REFERRAL LIST INFORMATION

A servicewide, open referral list for the **Information Technology Technician** classification will be established for the State of California (all State of California departments, statewide).

The names of persons who successfully pass this Minimum Qualifications Assessment (Readiness Evaluation) will be merged onto a LEAP Referral List for the **Information Technology Technician** classification. Candidates who pass the Minimum Qualifications Assessment (Readiness Evaluation) will remain on the list for 24 months. All State departments may use the **Information Technology Technician** Referral List to select candidates for vacant positions.

LEAP Referral List eligibility expires 24 months after it is established. Competitors must then retake the **Information Technology Technician** Minimum Qualifications Assessment to reestablish list eligibility

LEAP EXAMINATION PROCESS INFORMATION

PART 1: MINIMUM QUALIFICATIONS ASSESSMENT (READINESS EVALUATION) – Weighted 100%

This LEAP Minimum Qualifications Assessment (Readiness Evaluation) consists solely of minimum qualification questions that assess the training, experience and education that you have previously obtained. Your responses to the questions will determine if the training, experience, and education you have, meet the minimum qualifications for the

Information Technology Technician classification. If your Minimum Qualifications Assessment (Readiness Assessment) result is “pass”, your name will be placed on the Information Technology Technician Referral List and you will have referral list eligibility to apply for Information Technology Technician vacancies.

Applicants who obtain Information Technology Technician LEAP Referral List eligibility must compete for state of California job vacancies in order to begin PART 2 of this process, which is called the JOB EXAMINATION PERIOD (JEP).

PART 2: JOB EXAMINATION PERIOD (JEP)

The JEP begins after you are hired and obtain an examination appointment. When you perform the duties of your state job, you will be evaluated on your job performance every four weeks or more often. Your evaluation will be based on the classification specification and the duty statement of the position.

The JEP will be the same length as the length of the probationary period for the same non-LEAP classification.

After successful completion of both the Minimum Qualifications Assessment and the JEP, the result will be a transition from an examination appointment to a standard appointment as a Information Technology Technician. If appointed through the LEAP examination process, you will not be required to serve a probationary period.

TAKING THE MINIMUM QUALIFICATIONS ASSESSMENT (Readiness Evaluation)

Take [the Minimum Qualifications Assessment \(Readiness Evaluation\) for Information Technology Technician](#)

TESTING DEPARTMENTS

State of California (all State of California departments).

CONTACT INFORMATION

If you have any questions concerning this examination, please contact:

California Department of Human Resources
CalCareer Service Center
1810 16th Street
Sacramento, CA 95814
Phone: (866) 844-8671
Email: CalCareer@CalHR.CA.GOV

California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice) TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device.

EQUAL OPPORTUNITY EMPLOYER

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right of family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed,

sex (includes pregnancy, childbirth, breastfeeding, and related medical conditions), and sexual orientation.

DRUG FREE STATEMENT

It is an objective of the State of California to achieve a drug-free State work place. Any applicant for State employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

GENERAL INFORMATION

Examination and/or Employment Application (STD 678) forms are available at the California Department of Human Resources, local offices of the Employment Development Department, and through your [CalCareer Account](#).

If you meet the minimum qualifications stated on this bulletin, you may take this assessment. The assessment described in this bulletin will be rated and all applicants who pass will be placed on the **Information Technology Technician** referral list.

The California Department of Human Resources (CalHR) reserves the right to revise the examination to better meet the needs of the service, if the circumstances under which this assessment was planned, change. Such revision will be in accordance with civil service laws and rules and all applicants will be notified.

General Qualifications: Applicants must possess essential personal qualifications including integrity, initiative, dependability, good judgement, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.